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Docket No. AUS92001830US1 Serial No. 10/015,383 Atty: AJP

Applicant: BROWN ET AL

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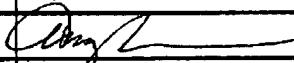
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Total Number of Pages in This Submission **4**

Application Number	10/015,383
Filing Date	12/12/2001
First Named Inventor	Michael Wayne Brown
Art Unit	2642
Examiner Name	Nguyen, Quynh H
Attorney Docket Number	AUS920010830US1

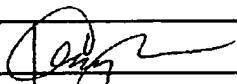
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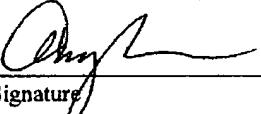
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,383 Filed: 12/12/2001 Title: PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE Atty Docket: AUS920010830US1	Before the Examiner: Quynh H. Nguyen Group Art Unit: 2642 IBM Corporation (c/o Amy J. Pattillo) P.O. Box 161327 Austin, Texas 78716 512-402-9820 <i>vox</i> 512-306-0417 <i>fax</i>
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10/015,383

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Applicants note that the enclosed Information Disclosure Statement is filed after the period described in 37 CFR 1.97(c), but before the payment of any issue fee. In accordance with 37 CFR 1.97(d), Applicants submit the statement specified in 1.97(e) and the fee set forth in 1.17(p). In particular, Applicants state in compliance with 1.97(e)(2) that no item of information contained in the Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 1.56(c) more than three months prior to the filing of the enclosed Information Disclosure Statement.

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Respectfully submitted,



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Substitute for form 1449/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	10/015,383
		Filing Date	12/12/2001
		First Named Inventor	Michael Wayne Brown
		Art Unit	2642
		Examiner Name	Nguyen, Quynh
		Attorney Docket Number	AUS920010830US1
Sheet	1	of	1

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